



Management Skills for Supervisors

Interpersonal Communication and Conflict Resolution

Course Overview

\$652

There is no doubt that we all need to have difficult conversations at times, especially as a manager. If you want to better handle difficult conversations and achieve positive outcomes, you will appreciate this practical course. Cover common factors in miscommunication; concepts of motivation, intention, and perception; and learn all five conflict-handling styles and identify when to use them.

You will become a confident communicator through the development of listening, assertiveness, questioning, paraphrasing and feedback skills.

Course materials are provided.

Approximately one week before the course starts you will receive a confirmation email that provides additional course details.

Ready to Register?

Request for Registration Online Form; and/or
Sponsor an Employee Form

FOR MORE INFORMATION:

P 250 561 5846
E continuinged@cnc.bc.ca
cnc.bc.ca/ce

26 Hours

- 1** **2024F CESS 151 - 101**
September 9 - October 9, 2024
Mon. & Wed. | 6:30pm - 9:30pm
Online (Scheduled)
Registration recommended by
September 2, 2024
- 2** **2024F CESS 151 - 102**
October 15 - December 13, 2024
Online (Unscheduled, self-directed)
Registration recommended by
October 7, 2024
- 3** **2024F CESS 151 - 103**
October 22 - October 25, 2024
Tuesday - Friday | 8:30am - 4:00pm
In-Person (Prince George Campus)
Registration recommended by
October 14, 2024

Please register before the recommended date as courses under-enrolled as of this date may be cancelled. Registrations after this date will be accepted if space is



School of Access
& Continuing Education